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Privacy Policy

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1. Introduction

This Privacy Policy sets out how Vega Technology (Europe) Limited, referred to as Vega, uses and protects any information that you give us. Vega takes the privacy of your information very seriously. This Privacy Policy applies to our use of any data collected by us or provided by you.

Vega is committed to ensuring that your privacy is protected. We will only use your personal information to administer your account and to provide the products and services you have requested from us. We promise not to send you spam or share your details with anyone outside of any related business partners. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this Privacy Policy.

Vega will review this Privacy Policy and modify it from time to time. We will highlight any changes made. This policy was last updated on 23rd April 2018 and supersedes all previous policies.

For the purpose of data protection legislation, Vega are the data controller for your personal data. We are registered with the Information Commission's Office in the UK with reference number ZA000339.

2. About our website

Vega is responsible for the website www.vega-global.eu, which is hosted by Krystal Hosting Ltd in the EEA. Vega is registered in England and Wales at Unit 1 The Bell Centre, Newton Road, Crawley, West Sussex, RH10 9FZ, under company number 08014465.

3. What we collect?

Personal data you give us may include your name, business address, email address and telephone number. You may give us information about yourself by filling in forms on our website or by corresponding with us by telephone, email or otherwise. This includes personal data you provide to us when you:

- Make an enquiry about any of our services
- Register to receive any of our newsletters, technology updates, or attend any of our events
- Correspond with us during the course of our dealings with you, for or on behalf of a client
- Respond to a job vacancy or email a CV to us
- Speak to us via Live Chat on the website
- Provide or offer goods or services to us
- Report a problem with our website or any of our services in general

Each time you visit our website we may automatically collect the following personal data:

- Technical information, including the Internet Protocol (IP) address used to facilitate your connection to the Internet, web browser information, time zone setting and hardware information
- Information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our website (including date and time); services, articles, events, and/or contacts you have viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any telephone numbers used to call us

4. How we use it and why we collect it?

We may use your information for the following purposes:

- Live chat – to provide customer service and receive feedback.
- Website Registration – to sign up to receive our newsletter, provide feedback or ask a question
- Newsletter – a monthly newsletter to keep you informed regarding our services and technology introductions
- To complete customer feedback forms to improve our services
- Direct marketing – invitations to relevant technology events, new technology introductions, special offers where you have provided us with consent to market
- To pursue our legitimate interests – e.g. assesses applicants' CV's for vacancies, or providing services
- Comply with our legal and professional responsibilities and obligations

- Maintain our website and for internal operations
- Improve our website to ensure that content is presented in an effective manner
- Keep our website safe and secure

5. Who do we share it with?

Any relevant information will only be shared with our business partners to fulfil the contract and services we supply.

Our employees, contractors and agents may be given access to your personal data but their use shall be limited to the performance of their duties and in line with the reason for processing.

We will only share your personal data with a third party in the following instances:

- To provide services and/or information requested by you
- For the purposes of events that you have registered to attend
- To maintain, and develop our website
- With analytics and search engine providers that assist us in the improvement and optimisation of our website
- Where we are required by law to do so
- In order to enforce or apply our Terms of Use or to protect the rights, property, or safety of Vega, our clients or others
- Where we carry out marketing or client care surveys to gain feedback and improve our services
- Where we or substantially all of our assets are acquired by a third party, in which case, your personal data will be one of the transferred assets

Please note that we don't control the privacy or security practices of our partner third parties. Sharing your personal data in this way may involve the transfer of data outside the European Economic Area (EEA) and by providing us with your personal data you consent to the transfer of such personal data out of the EEA. We will take all steps reasonably necessary to ensure that personal data is treated securely.

6. Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

7. How long we keep it for?

Your personal information will only be kept for as long as is necessary for us to continue providing services to you. You may opt-out of receiving information at any time.

8. Your rights

You have the following rights in relation to your personal data:

- To be informed what data is being used, how it is being used and why
- To access your personal data
- To ask for your data to be rectified, or erased
- To object to us processing your personal data for direct marketing purposes or if us processing it is causing you unwarranted and substantial damage or distress

9. Direct marketing – and how to opt out

Vega will send you direct marketing specific to your previously chosen preferences from time to time. To change your preferences, or to opt out of direct marketing, contact us on dataprotection@vega-global.eu

Please note, this means, that unless we gain your consent, we will not be able to contact you except in relation to active projects or other business that we are working together on.

10. Cookies

Our website does not use Cookies.

11. Hyperlinks

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

12. What to do if you have concerns about this policy?

Contact us at dataprotection@vega-global.eu